



# **CROPREDY SURGERY**

Dr J Wright & Dr C Day

## **Dispenser**

### **Competence/Person Specification**

Good customer service and communication skills	Excellent oral communication skills and ability to interact with patients, presenting as professional and caring Confident and cheerful when dealing with patients	Essential  Desirable
Discretion	An understanding, acceptance and adherence to the need for strict confidentiality.	Essential
Honesty	Impeccable credentials and references	Essential
Qualifications	Experience of working in a dispensary/ pharmacy Qualified to NVQ 2 Computer literate	Desirable  Desirable Desirable
Excellent team player	Helpful Willing to help others at busy times Positive attitude	Desirable
Works well under pressure	Keeps calm under pressure Patient with colleagues and patients Attention to detail	Essential
Flexible/adaptable	Able to work within guidelines Able to act on initiative within the guidelines Contributes to improving systems Capable of creating new systems Self starter able to organise own workload Able to cover team members' leave	Essential
Judgement	An ability to use own judgment, resourcefulness, common sense and local knowledge, to respond to patients' enquiries and requests	Essential
Physical appearance	Neat and clean appearance	Essential